

D3...Defusing Demands, Disruptions, & Dysfunction: The Skill Set

Being Present & Having Presence

LEADERSHIP USA
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Leading With...

EARS

ON OR WITH

SLOW TO GO FAST

D3

**The Burden & the
Opportunity of the
Perceptive Leader**

A Psychology Party

When You Present...

“B” Key (for Wisdom)

Play Card (for Impact)

Be a Sportscaster (for Reflection)

First Rule of Solutions with Others

Nora Dunn

“Your job is not to please the audience...
your job is **to engage** the audience...”



Sign Your Work
Create Opportunities
Don't Fight/Don't Give In
Be Known...
In Your Special Way

Create
“Intentional”
Opportunities

An Elevator Encounter

Conflict

“Is this a private fight or can anyone get in?”

A Feedback Model

(based on Dr. Winzelberg (UNC) model of speaking to terminal patients & families)

1. Set Up &

2. Obtain

3. Share

4. Address

The Essential

(and often misunderstood)

Skillset

A
commencement
speech

Special Disruptions When they....

Ask for
solution?

Opinionated
colleagues?

You Hear
Fear/Anger

They do well
Show effort

They Talk

When you
present

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